Piet Koekemoer

Principal Product and Application Support Engineer

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PROFESSIONAL SUMMARY

With over 30 years of global IT experience, I specialize in IT operational excellence, enterprise architecture, and building intelligent automated systems. I have directed international IT operations, managed deep system integrations across Linux and iSeries, and successfully delivered complex compliance and infrastructure overhauls. My focus is on leveraging technology and data-driven insights to achieve measurable business growth.

CORE COMPETENCIES

- IT Service Management & ITIL Frameworks
- Application Support & Release Management
- Database Architecture (Oracle, SQL, PostgreSQL, DB2)
- Enterprise Automation (Python, PowerShell)
- Cross-functional Team Leadership & Vendor Management
- PCI DSS & System Security Compliance

PROFESSIONAL EXPERIENCE

Team Lead Application Management | Arrive (Flowbird Group)

January 2024 - Present | Amsterdam

- Responsible for the Yellowbrick/Flowbird Production Platform, managing a team of technical and functional application managers.
- Spearheaded Incident Management utilizing Slack, Jira, Salesforce, and ServiceNow.
- Authored automation scripts using PowerShell and Python to streamline application support and routine maintenance.
- Managed the customer billing ecosystem and financial applications (ZUORA).
- Collaborating with our data center, finance, R&D and level 1 support teams to investigate issues that arise in the applications across payment, parking and usage.
- Analyzing urgent problems with the speed and precision required to restore service in a timely manner.
- Aggregating data to create reports for cities, for marketing, and bug analysis.
- Supporting US operations with projects and customization.
- Directed the mobile parking platform application deployment across Europe, Hong Kong, and the USA.

Technical Support Specialist & App Manager | Yellowbrick / Flowbird

October 2018 - December 2024 | Amsterdam

- Managed production database landscapes and handled end-to-end incident/release management.
- Developed robust SQL reports and performed database tuning to optimize system performance.
- Delivered data preparation and analytical report development utilizing Tableau.
- Oversaw customer service support and billing integrations for high-volume transactions.

Manager Application Support and Maintenance | ACN Europe B.V.

May 2011 - March 2018 | Amsterdam Area

- Managed a diverse, multi-cultural team spanning 18 European countries.
- Negotiated vendor SLAs, service contracts, and managed critical 3rd party relationships.
- Acted as Problem Manager to drastically reduce application incidents and improve uptime.
- Led major PCI DSS compliance projects to secure credit card transactions across the enterprise.
- Directed disaster recovery planning and implemented failover protocols within multiple data centers.

Lead Data Service Developer / Interim IT Ops Director | ACN Europe B.V.

2003 - 2013 | Amsterdam Area

- Oversaw IT operations, ETL data modeling, and web service development.
- Developed dispatch web services integrating CRM and warehouse logistics.
- Managed Application Support team for iSeries and Linux systems, ensuring smooth operations.

Software Systems Administrator | South African Broadcasting Corporation (SABC)

October 1989 - December 2002 | South Africa

- Administered systems maintenance, tuning, and OS upgrades for multiple AS400 systems and mainframe OS/390 environments.
- Handled software implementation and upgrades of operating systems and third-party products.

EDUCATION & CERTIFICATIONS

- **HAVO Diploma:** DF Malan (1982 - 1986)
- **IBM Certifications:** Deep Dive Security, System Administration, AS/400 & OS/390
- **Management:** Excellent IT Management Training (UK)
- **Systems:** Unix / Linux Fundamentals, Business Objects Web Intelligence 310